



Risk Assessment Form: Chessington World of Adventures Resort

About Chessington World of Adventures Resort

Chessington World of Adventures Resort is an ideal venue for out-of-classroom learning. With experiences developed specifically for the visual, auditory and kinaesthetic model, a trip to Chessington World of Adventures Resort appeals to all students, no matter what their style of learning.

A school visit to Chessington World of Adventures Resort helps to bring classroom learning to life. While the rides and exhibits are appealing in themselves, they become even more intriguing when viewed as practical, real world applications of abstract academic concepts.

About Merlin

Merlin Entertainments Group is the leading name in location based, quality family entertainment. Now the world's number two visitor attraction operator, it aims to deliver unique, memorable and rewarding experiences to its 30 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and employees. Merlin has over 130 attractions, in 12 countries, across three continents - Europe, North America and Asia - and employs over 13,000 staff.

Legal Requirements and Attraction Information

Public Liability	Chessington World of Adventures Resort is covered by Public Liability Insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447).
Local Enforcement Agency	Royal Borough of Kingston.
Rides Engineering / Maintenance	Fairground and Amusement Parks – Guidance on Safe Practices HSG 175. The zoo is operated under strict licensing conditions as established within the Zoo Licensing Act 1981.
Food Safety and Hygiene	All food outlets operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department. Chessington World of Adventures Resort operates in full accordance with Natasha's Law.
Attraction Staff / Staff identification	Not all staff members wear uniforms but can either be identified by their uniform or by their lanyard.
Security	The attraction has a dedicated security team who can deal with security issues on site. The team is also trained to deal with emergency incidents that may arise. They also complete regular patrols to provide a safe and secure presence around the park.

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Vehicle traffic	The Park is closed to vehicular traffic movement whilst open to the public. There are designated drop-off points for coaches at Chessington World of Adventures Resort. There is no requirement for children to cross any busy public roads although children will be required to cross internal Park roads to access the admissions area. Pedestrian walkways are provided where possible.
Weather protection / Sun safety	Please dress for the changeable British weather. There is not a great deal of cover around the Park, please be prepared for rain at all times and wear sensible flat footwear due to the undulation of the Park and the need to brace on several of our rides. There are shaded areas provided throughout the attraction for sunny weather.
Water	The following rides and play areas expose children to water: Gruffalo River Ride Adventures, Tiger Rock, Monkey Swinger, Barrel Bail Out, and Sea Dragons. There are ponds at the Resort located near in Land of the Dragons, Wanyama Village, Land of the Tiger, and at the back of the hotel. There is a waterfall at Vampire, however it is unlikely that children will come into contact with the water.
Slips/ Trips/ Falls	<p>The following hazards should be noted:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Wet flooring / Wet weather <input type="checkbox"/> Steps and stairs <input type="checkbox"/> Care must be taken when boarding and disembarking rides <p>Chessington World of Adventures Resort encourages parties to avoid running or rushing around the resort to minimise the likelihood of slips, trips or falls.</p>
High level areas	Handrails are provided where necessary. There are no steep inclines at the Resort, however, due to the nature of the Resort being situated on slight hills, scooters, roller skates and children's tricycles are not permitted into the Resort. For their own safety we request that children wearing Wheel Heeled shoes (Heeleys) do not activate the wheel part of the shoe and take due care and attention whilst in the Resort.

Strobe lighting	A few attractions feature strobe lighting. This information can be found on the signage boards at the entrance to each ride. More information regarding ride restrictions can be found on dedicated ride pages at: https://www.chessington.com/explore/theme-park-zoo/rides-attractions/
Reduced Lighting	A few attractions feature reduced lighting. This information can be found on the signage at the entrance to each ride. More information regarding ride restrictions can be found on dedicated ride pages at: https://www.chessington.com/explore/theme-park-zoo/rides-attractions/
Enclosed spaces	Some of the rides and attractions can be quite small in area and to some individuals these may feel confined. However, no guest-facing areas of the Resort can be defined as a confined space.
Attraction specific risk	<p><u>Rides</u> All rides are inspected daily by our team of engineers and undergo annual inspection and certification by an independent inspection body. After rides have been inspected and maintained by our Engineering team, they are also inspected by our operations team prior to guests onboarding.</p> <p><u>Zoo</u> All animal enclosures are inspected daily by our Zoo Keepers. All animals undergo regular health checks with new animals being put through strict quarantine procedures. Guests will only interact with very low risk, friendly animals in the Children's Zoo and the SEA LIFE centre. This area is manned by a member of the Zoo team to ensure the guest safety and there are hand washing facilities as well as anti-bacterial hand wash.</p> <p>VIP experiences with other animals are available to purchase: https://www.chessington.com/tickets-passes/vip-experiences/. (Subject to availability)</p>
Entrapment	Beware of closing doors / ride security equipment / ride restraints on fingers etc.

Rides	All rides safety instructions must be obeyed. Rides undergo rigorous testing every day by competent engineers in accordance with manufacture guidelines. All ride restrictions must be adhered to and the safe operation of our rides is our number one priority. More information regarding ride restrictions can be found on dedicated ride pages at: https://www.chessington.com/explore/theme-park-zoo/rides-attractions/ . After rides have been inspected and maintained by our Engineering team, they are also inspected by our operations team prior to guests onboarding. Rides are subject to availability. Check the Chessington World of Adventures Resort website for information on scheduled or planned closures: https://www.chessington.com/plan-your-visit/resort-information/ride-availability/ .
Soft play areas / Play equipment	All the soft play areas on the Resort go through the same inspection procedures as any ride at Chessington World of Adventures Resort. All soft play areas are designed, installed and maintained according to BSEN1176 & BSEN 1177.

Attraction Arrangements

Arrival arrangements	<p>The drop off / pick up point is situated at the main entrance (Lodge Gate) to the Resort. There is a second entrance to the park called Explorer Entrance, which may be used on specific dates, weather dependent. Your key contact on park may be able to advise you in advance of where to direct your coach drivers as this can be subject to change prior to your visit. Please do instruct your coach drivers to follow the instructions given by the Car Parks team on arrival.</p> <p>Maps are available to adults and teachers who are supervising the school trip. School parties are fast-tracked through admissions entry. To ensure a smooth entry process, make sure tickets are ready and to hand.</p>
Parking	There are ample car / coach parking facilities available. There is plenty of complimentary space for coaches and minibuses to park at the Resort. This is located by our Lodge Gate entrance. There is also space in Gorilla Car Park (located at Explorer Entrance) if you are directed to park there instead. Please note that the Gorilla Car Park is not hard-standing.

	At peak times entrance to the Resort can become rather busy so early arrival is always advised. Chessington World of Adventures Resort is also served by a local bus service located close to our Hotel/Lodge Car Park.
First aid	There is a First Aid Centre staffed by fully qualified first aiders. The First Aid Centre is located behind Croc Drop. Lost children are taken to the First Aid Centre as a place to reunite with their parties and all teams are trained upon inducting into the business on the lost child procedure.
Emergency planning	Chessington World of Adventures Resort has contingency plans in the event of an emergency. The emergency plans have been developed in conjunction with the local emergency services who have regular meetings and training exercises regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures as instructed by the staff. All staff are trained on the fire procedure for the park.
Wheelchair access	For the most up to date and detailed information of which rides are accessible for wheelchair users, please visit the accessibility page on the Chessington World of Adventures Resort website: https://www.chessington.com/plan-your-visit/before-you-visit/accessibility-guide/ . Guests with additional/accessible needs who are unable to use the normal queue lines, may apply for Ride Access Passes for their students: https://www.chessington.com/schools/ride-access-pass/ . Schools requiring this additional assistance must apply for the Ride Access Pass prior to their visit. We regret to inform that applications for the Ride Access Pass cannot be made on the day of the visit. This policy helps us to better prepare and ensure that we can provide the best possible experience for your school group. Please make sure to apply in advance to benefit from this service.
Lost children	Lost children should seek out a member of staff with a Chessington Lanyard on or wearing Chessington World of Adventures Resort Uniform. They will be taken to the First Aid Centre (located behind Croc Drop) to be reunited.

Unruly behaviour	The Resort has regulations displayed at the entrance. Staff members are trained to enforce these regulations for the benefit of all guests. Staff will instruct children to behave where necessary. There are also on-site security present to ensure that any unruly behaviour is addressed in an appropriate manner. All staff are trained on how to ask security for assistance.
Age / height restrictions	There are height restrictions on some of the rides at the Resort. Specific restrictions can be found on the on the Chessington website https://www.chessington.com/explore/theme-park-zoo/rides-attractions/ or using the Chessington World of Adventures app which can be downloaded for free from most app providers. Please read the ride restrictions situated at the entrance to each ride prior to entering the queue line. More information regarding ride restrictions can be found on dedicated ride pages at: https://www.chessington.com/explore/theme-park-zoo/rides-attractions/ .
Lockers / storage facilities	Lockers are available in Adventure Point, Wild Woods, Mexicana, and at Land of the Dragons and are clearly marked on the Resort map.
Eating facilities	There are several food and drink establishments within the Resort serving a variety of hot and cold meals / drinks and healthy eating options are available. There are also adequate picnicking facilities within the grounds. Allergy information can be found in all of our eating establishments please speak to a member of the catering team before placing an order. Our food offering is subject to availability, please check the Chessington World of Adventures Resort website for more information on the food offering available: https://www.chessington.com/explore/food-drinks-shops/places-to-eat/ .
Welfare facilities	Toilets are located at various locations in the Resort. These are clearly sign-posted on maps and sign-posted within the Resort. An individual disabled toilet is located at all these locations. Baby change facilities are located at Lodge Gate, Adventure Point, Land of the Dragons, Forbidden Kingdom and Wild Woods. Whilst on site, the closest available facilities can be located by checking the Chessington World of Adventures Resort App.

<p>Additional costs</p>	<p>There are several outlets around the Resort serving snacks and drinks. There are also vending machines available on site. On-ride photos are available to purchase on site at select attractions. Further additional costs can include the retail outlets, HBL games, Enchanted Hollow (subject to availability), VIP experiences, and restaurants. At Christmas, the grotto is also available to purchase prior to visiting (subject to availability).</p>
<p>Attraction signposting</p>	<p>The Resort is well sign-posted. In order to avoid queuing or to pre-print additional maps in advance, please visit https://www.chessington.com/explore/theme-park-zoo/park-map/.</p>
<p>Smoking</p>	<p>Chessington World of Adventures Resort respects that the majority of our adventurers are families. Smoking is now only permitted at designated areas throughout the park. These are highlighted on the park map which can be downloaded from our website at: https://www.chessington.com/explore/theme-park-zoo/park-map/, or can be found on the Chessington World of Adventures Resort Map.</p>